

TALBERT WARRANTY CLAIM PROCEDURES

The following procedures must be followed before warranty claims can be honored by Talbert Manufacturing, Inc.:

1. Obtain a **Warranty Approval Number** from the Talbert Warranty Department.

This is accomplished by submitting the proper documentation through our web site, www.talbertmfg.com. Select the tab "Warranty" and fill out the information on the "Warranty Request Form Information" page (see attached). Once received and approved by the Warranty Manager, a **Warranty Approval Number** will be assigned. On occasion, photos may be requested by the Warranty Manager.

The **Warranty Approval Number** must be included and referenced on all invoices reflecting work authorized under the warranty claim.

2. Carefully follow invoicing instructions:

Place the **Warranty Approval Number** on all invoices.

Include an itemized list of all parts used.

Itemize labor performed. Explain what work was performed, the time it took to accomplish each item under Warranty Repair and the direct labor rate. The Talbert Warranty Manager will provide the appropriate labor rate for the repairs (based on a national average rate).

Indicate appropriate taxes.

3. Properly tag and return all replaced parts to Talbert within (10) days after the repair is completed, even if the parts are defective. A Return Authorization Number, obtained from the Talbert Warranty Department Manager, and a Warranty Approval Number must appear on the tag. ***Please note warranty reimbursement will occur when all required parts are received and claim filed.***

Your close attention to these Warranty Claim Procedures will insure prompt processing and payment of all invoices within (30) days of approval.